



State of Washington
Agency Activity Inventory System
Agency Activity by Agency
Approp Period 2003-05
Activity Version: 2003-05 Enacted Budget Recast

Agency: 235 - Department of Labor and Industries

Statewide Result: Improve the quality and productivity of our workforce

Worker Compensation Benefit, Policy and Operations

L&I processes more than 150,000 workers' compensation claims each year. A new claim begins in the Support Services program where the information is entered into a mainframe computer system. In addition to the claims initiation process, Support Services also includes four teams, which maintain imaged claim records, a micrographic and warrants section, a bill processing team, a word processing team, and an administrative support team. From initiation, the claim is received by Claims Administration where a claim manager examines the claim and determines eligibility and authorizes payment for medical treatment, lost wages, and vocational assistance. Claim manager decisions are communicated to injured workers, employers, and medical providers by legal order. These legal orders can be protested or appealed. The Claims Appeals program reviews more than 9,000 formal appeals annually before the cases go on to the Board of Industrial Insurance Appeals. This review includes resolution of the appeal when appropriate. In some workers' compensation cases, an injured worker is so seriously disabled as to be entitled to a total permanent disability pension. If a worker dies from an industrial injury or occupational disease, their family members are entitled to pension benefits. The adjudication of state fund pensions and the administration of both state fund and self-insured-pension payments are provided by the Policy and Quality Coordination program. This program is also responsible for the appropriate adjustment to worker's compensation payments for recipients who are entitled to Social Security disability or retirement benefits. The program also provides training, coaching and quality assurance support functions for Claims Administration.

Expected Results

The performance of the Worker Compensation Benefit Policy and Operations activity is measured as follows: Processing promptly the 150,000 claims filed annually; Delivering the initial payment of time-loss compensation benefits to 100 percent of eligible workers within 14 days of receiving the claim; Paying on-going time-loss compensation benefits to eligible workers on a regular semi-monthly basis; Acting on all reopening applications within statutory time frames; Processing appeals on a timely basis; Adjudicating and paying total permanent disability and survivor pension cases on a timely basis; and Adjusting benefits for workers who also receive Social Security payments.

Total \$ \$155,336,464

GFS \$ \$0

Other \$ \$155,336,464

FTEs 857.3

Agency Priority:



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Administration

The Administration Activity provides support services to all divisions of L&I. The program provides personnel and other human resources services, facilities management, budget and financial management, direction of agency field offices, and overall agency direction. The program also provides information to large segments of the general public, including individual employers, employer groups, labor organizations, concerned citizens, state agencies, the Legislature, and other states or political subdivisions. The Information Services component provides coordinated agency-wide computing resources supporting external customer access to services, internal business applications and data management, information technology policy and planning, local network operations, and electronic data security.

Total \$ \$61,573,137

GFS \$ \$6,940

Other \$ \$61,566,197

FTEs 256.3

Agency Priority:

Expected Results

The performance of the Administration activity is measured by: Successful management of the agency and field offices so performance goals are met, statutorily required programs function well and budget and expenditures meet statutory requirements; Managing services to all divisions such as facilities, public information, personnel, procurement, accounting, vendor payment, contracts, risk management, and public disclosure so that the agency is able to meet performance goals, perform statutorily required duties on time, without interruption and within budget; Maintaining agency information systems a level that minimizes interruption of vital business services and ensure system compliance with federal and state policies, standards, and best practices.



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Premium Assessment and Collections

Washington is an exclusive state fund workers' compensation state. L&I acts as a Workers' Compensation Rating Bureau and a large insurance company. Actuaries recommend and calculate the classification rates used to assess employer premiums, and design and maintain the experience rating and retrospective premium rating systems used to calculate the assessed premiums and refunds. Retrospective Rating offers optional rating plans to qualified State Fund-insured employers and employer groups, providing economic incentives to reduce their workers' compensation insurance costs through effective accident prevention and claims management practices. In order to generate the income needed to sustain the State Fund, Employer Services assigns risk classifications, processes premium reports, adjusts employer rates, and assigns claims to appropriate employer accounts. The Field Audit program verifies employer reporting and payment of premiums and performs employer/employee relationship investigations for claims initiation. The Filed Audit program also provides education on industrial insurance reporting responsibilities. Revenue officers in six regions and Specialty Collections in Tumwater are responsible for collecting new and old past due industrial insurance premiums. They take action against employers who fail to file a return, improperly file a return, or refuse to file a tax return for workers' compensation premiums. The Third Party unit ensures the State Fund does not pay for damages caused by the negligent acts of third persons.

Expected Results

The performance of Premium Assessment and Collections activity is measured by: Keeping premiums low and maintaining actuarial solvency of the State Fund; Keeping classification premiums stable and responsive to experience; Maintaining a financially healthy retrospective rating program; Maintaining and auditing employer accounts to ensure proper and timely payment of Industrial Insurance premiums; Recovery of damages from third parties; Identifying and collecting premiums owed by employers not accurately reporting hours worked.

Total \$ \$42,312,656

GFS \$ \$2,528

Other \$ \$42,310,128

FTEs 299.8

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WISHA Field Operation

The Washington Industrial Safety and Health Act (WISHA) compliance program enforces workplace safety and health regulations by conducting unannounced inspections to identify hazards. WISHA inspectors investigate workplace fatalities, catastrophic accidents, employee-initiated complaints, and other types of referrals alleging hazardous conditions. If hazards cause imminent danger of death or serious injury and an employer does not immediately correct the situation or remove employees from exposure, WISHA inspectors must use their legal authority to issue an immediate restraint order. Inspectors also conduct targeted inspections that focus on industries and employers with high claims rates or a high likelihood of injuries, illnesses or fatalities. Violations are cited and penalties may be assessed. WISHA inspectors must also follow up with employers to ensure that violations are corrected. WISHA Discrimination investigators work with complainants and employers to determine whether complaints of safety and health related discrimination or other retaliatory acts have merit, and to resolve cases. WISHA consultants work with employers interested in improving workplace safety and health conditions and understanding WISHA requirements by providing onsite consultations and educational services. Consultants identify hazards and work with employers to ensure the hazards are corrected. Consultants also conduct training sessions for employers and employees to help them become self-sufficient in keeping their workplaces hazard free. Employers have a statutory right to appeal safety and health citations, penalties, and violation correction dates. Employees also have the right to appeal correction dates. The Safety and Health Appeals Program is administered by WISHA, but reassumption hearings and settlement negotiations are conducted by regional hearings officers, who receive technical assistance and oversight from WISHA.

Total \$ \$34,385,710

GFS \$ \$0

Other \$ \$34,385,710

FTEs 231.7

Agency Priority:

Expected Results

The performance of WISHA Field Operations activity is measured by: Reduced workplace injuries, illnesses and fatalities; Conducting at least 7,400 workplace inspections that result in identifying at least 6,600 serious safety and health violations; Responding to and resolving employee complaints about serious hazards; Investigating work-related fatalities and catastrophes and determining causes and ways to prevent re-occurrences; Assuring timely correction of serious violations; Providing at least 2,420 workplace safety and health consultations that result in identifying at least 7,600 serious hazards; Providing advice on how to correct hazards and working with employers to ensure timely correction; Providing safety and health training workshops for employers and employees; Conducting statutory required reassumption hearings; Negotiating settlement agreements with employers and attorneys; Conducting investigations of allegations by employees of discrimination or retaliation by employers as a result of a complaint about workplace safety.



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Statewide Result: Improve the safety of people and property

Crime Victims' Compensation

Some victims of crime in Washington are unable to pay for medical care or to make up for lost wages. The Crime Victims' Compensation Program provides financial assistance to crime victims in cases where bodily injury, mental trauma, or death results from criminal acts. This program also is responsible for paying all costs incurred by hospitals or emergency medical facilities in connection with sexual assault examinations throughout the state.

Total \$ \$31,136,387

GFS \$ \$0

Other \$ \$31,136,387

FTEs 45.2

Agency Priority:

Expected Results

The performance of the Crime Victims' Compensation Program activity is measured by: 94 percent of crime victims claims adjudicated within 50 days; and 97 percent of crime victim provider bills paid within 50 days.

Statewide Result: Improve the quality and productivity of our workforce

Electrical

The Electrical Program provides public/worker safety in regards to electrical installations and the competency of individuals performing electrical work. The program inspects electrical wiring and installations in industrial, commercial, institutional (schools), and residential construction throughout the state. The program also establishes qualifications, administers a variety of examinations, and issues electrical certificates and licenses. The program also examines and accredits electrical product-testing laboratories, and monitors the amusement-ride industry for structural and mechanical safety. This is a self-supporting dedicated account program and a fee-for-service program.

Total \$ \$30,314,467

GFS \$ \$0

Other \$ \$30,314,467

FTEs 189.7

Agency Priority:

Expected Results

The performance of the Electrical Program activity is measured by: Issuance of electrical-installation permits that prompt more than 220,000 inspections each year, 90 percent of which are completed within 24 hours; Assurance that electrical hazards identified during inspections are fixed; Random visits to job sites to ensure that electricians are licensed and certified; Licensing and certification of approximately 40,000 electricians in the state. Licenses and certifications are renewed on two or three year cycles, depending on the type; Audit and verification of electrical-trainee hours; Verification of credentials for all exam applicants; Issuance of penalties when violation occur regarding improper installations or for performing work while uncertified.



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Statewide Result: Improve the quality and productivity of our workforce

Field Office Customer Support

The field services support staff are the backbone of L&I's field offices, coordinating service delivery to over 1.3 million people annually, in person and on the phone. Every day, the front counter staff in the field offices registers contractors, issues electrical licenses and permits, processes business license applications, accepts wage claims, and provides numerous other services, including responding to inquiries about any and all of L&I's programs and services, generating more than \$50 million in revenue annually.

Total \$ \$27,560,668

GFS \$ \$0

Other \$ \$27,560,668

FTEs 147.8

Agency Priority:

Expected Results

The performance of the Field Office Customer Support activity is measured by: Providing timely and effective service to walk-in and telephone customers such as collecting fees and other payments, answering questions and issuing permits, and responding to workers' compensation claims issues; Appropriately tracking revenues collected; Ensuring timely processing and scheduling of Independent Medical Exams (IMEs) for injured workers.

Statewide Result: Improve the quality and productivity of our workforce

WISHA Administration and Policy

The state of Washington's workplace safety and health program is based on State Constitution requirements and a state statute, the Washington Industrial Safety and Health Act (WISHA). Activities include providing education and enforcement of laws to protect over 2.7 million workers. The state activities are regulated, monitored, and partially funded by the federal Occupational Safety and Health Administration (OSHA) and must be at least as effective as OSHA. The WISHA Services Division develops strategic plans, program policies and safety and health regulations. The Division also oversees and monitors statewide WISHA compliance and consultation services and programs. Technical guidance, training and program support is provided for statewide compliance and consultation services, including chemical analyses and laboratory services. Other administrative responsibilities include significant interaction with the Governor's Office, the Legislature, and numerous business and labor stakeholders. The division also chairs the statutorily required WISHA Advisory Committee and manages litigation, legislative, federal grant and budget activities. Workers' rights are protected by investigating and resolving complaints of safety and health-related discrimination. Employer appeals of WISHA citations and penalties are administered. Statutorily imposed employer right-to-know fees are collected. Federally required data and reporting systems are developed and maintained. The annual Governor's Industrial Safety and Health Conference is coordinated and presented.

Total \$ \$23,286,183

GFS \$ \$0

Other \$ \$23,286,183

FTEs 138.4

Agency Priority:

Expected Results

The performance of the WISHA Administration and Policy activity is measured by: Reduced workplace injuries, illnesses, and fatalities; Development of and adherence to a strategic plan that ensures the agency fulfills its mission and mandates; Development of statewide WISHA operational policies.



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Health Care Analysis

Medical and vocational providers play a key role in helping injured workers recover and return to work. Health Services Analysis supports workers' compensation efforts through research, development, implementation, and management of strategies that prevent long-term disability and ensure access to and provision of cost-effective, quality health care and vocational services for occupationally ill and injured workers. The Office of the Medical Director (OMD) ensures the quality of medical care, and that such care is evidence-based and meets national and community standards (RCW 51.04.020).

Total \$ \$19,230,677

GFS \$ \$0

Other \$ \$19,230,677

FTEs 110.0

Agency Priority:

Expected Results

The performance of the Health Care Analysis activity is measured by: Developing and updating medical-fee schedules (RCW 51.04.030); Controlling the rate of growth in medical costs to minimize premium increases; Processing and paying in a timely manner 3.1 million provider bills annually in excess of \$425 million; Auditing health-care providers to recover inappropriate payments; Developing, implementing, and evaluating innovative service delivery programs for provision of cost-effective medical services to injured workers; Providing targeted utilization review of key inpatient and outpatient procedures supports quality and value-based purchasing, these programs review approximately 15,120 procedures prospectively per year with a 3:1 return on investment; Developing medical treatment guidelines and health technology assessments to ensure health care is high quality and evidence-based.

Statewide Result: Improve the quality and productivity of our workforce

Self Insurance

About 382 firms or groups in Washington have been granted the privilege to self-insure their workers' compensation obligation. Self-insured employers employ 30 percent of the covered workers in the state of Washington. The workers of self-insured employers are entitled to the same rights and benefits as those workers insured under the State Fund. The Self Insurance Section ensures that workers of self-insured employers receive the workers' compensation benefits to which they are entitled. In addition, the department collects approximately \$122 million annually in assessments from self-insurers to fund benefits to workers and administer various sections of the department.

Total \$ \$11,819,550

GFS \$ \$0

Other \$ \$11,819,550

FTEs 82.4

Agency Priority:

Expected Results

The performance of Self-Insurance activity is measured by: Completing financial reviews of each self-insured employer; The collection of all assessments due the department; The timeliness of benefit delivery to workers of defaulting self-insurers.



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Investigations/Provider Fraud

Although most workers' compensation claims are legitimate, some fraudulent and other illegal activities occur. The statewide Investigations and Provider Fraud programs provide timely, accurate information and evidence to support and enable the department to make adjudications and to implement anti-discrimination provisions. The workers' compensation adjudications supported by investigative information include worker fraud, claim validation, rejection and management, worker employability, pension and survivor benefits, and discrimination complaints. The Provider Fraud adjudications supported by investigative information include frauds and abuse by providers of medical and vocational services to injured workers, as well as to providers of medical products. The programs review information, assess the strength of cases, and recommend appropriate action and/or methods to prevent the types of fraudulent activities identified. Investigators develop evidence through surveillance, background checks, interviews, and subpoenas of business and/or bank records. Evidence is analyzed with regard to sufficiency for civil and criminal action. Fraud adjudicators issue orders to recover money in fraudulent claims and make recommendations to claim managers regarding overpayments and other claims management issues, and recover money paid to providers who have defrauded or inappropriately billed the workers' compensation system.

Expected Results

The performance of Investigations/Provider Fraud activity is measured by: Successfully investigating fraudulent claims and issuing orders to recover any payment; Timely response to claims manager requests for investigative assistance on a claim; Successful recovery of money paid to providers who have defrauded the worker's compensation system; Successfully conducting investigations of allegations from employees who file an industrial insurance claim of discrimination or retaliation by employers.

Total \$ \$7,530,082

GFS \$ \$0

Other \$ \$7,530,082

FTEs 53.9

Agency Priority:



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Contractor Registration

Registration of contractors provides consumer protection because it requires contractors to maintain a minimum level of bonding and insurance coverage. The Contractor Registration Program protects homeowners, as well as companies supplying labor, materials, or equipment, from unreliable, fraudulent, financially irresponsible, or incompetent construction contractors. L&I construction compliance inspectors make random site visits and respond to complaints from homeowners, material suppliers, and other contractors. Ensuring compliance not only protects consumers, but also creates a level playing field for contractors. This is a revenue-generating General Fund program and a fee-for-service program.

Total \$ \$5,926,351

GFS \$ \$5,313,934

Other \$ \$612,417

FTEs 38.6

Agency Priority:

Expected Results

The performance of the Contractor Registration Program activity is measured by: Registration of more than 50,000 contractors, ensuring that they are bonded and insured. Registrations are renewed every other year; Visitation of more than 15,000 job sites each year to verify registrations. Penalties are issued for non-compliance, and referrals are made to local prosecutors to pursue criminal action against habitually fraudulent contractors; Timely response to more than 30,000 toll-free calls each year from consumers and contractors regarding registrations and/or inquiring about legal recourse against a fraudulent contractor; Providing Internet access for consumers to check on contractor registration status, which averages more than 11,000 hits per day; Increased awareness about contractor obligations and consumer protections through extensive outreach with brochures, videos, public service announcements, Internet, other media, etc.; Identification and referral by construction compliance inspectors of nearly \$750,000 in workers' compensation premiums owed the department each year.

Statewide Result: Improve the quality and productivity of our workforce

Employment Standards/Prevailing Wage

Employers in the state of Washington must abide by rules and regulations concerning wage payments and working conditions. The Employment Standards Program promotes and enforces fair labor practices in the state. The program's industrial relations agents act as the primary points of contact for workers who have not been fairly compensated for work performed. In addition, the program ensures that minors in the workplace are safe and not performing specific prohibited duties. The Prevailing Wage Program establishes prevailing wages and ensures these wages are paid on public works projects.

Total \$ \$5,911,487

GFS \$ \$0

Other \$ \$5,911,487

FTEs 39.7

Agency Priority:

Expected Results

The performance of the Employment Standards Program activity is measured by: Investigation of approximately 5,000 wage claims from employees each year. Industrial Relations Agents determine the validity of a claim, then mediate and negotiate a settlement on behalf of the worker and/or assist in preparation of a case for formal litigation; Collection of approximately \$3 million a year in unpaid wages for workers; Issuance of more than 30,000 minor work permits and variances annually; Issuance of penalties for child labor and prevailing wage violations; Establishment and publishing of prevailing wage rates for construction-related trades in each county; and Processing 70,000 intents and affidavits each year to verify and ensure appropriate prevailing wages are paid on public works projects.



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SHARP

Research conducted by the Safety and Health Assessment and Research for Prevention (SHARP) Program is a critical resource for employers and employees in addressing complex workplace safety and health issues. SHARP combines expertise in epidemiology, industrial hygiene, ergonomics, toxicology, economics, safety engineering, and occupational health to develop and test viable injury and illness prevention methods. Projects have focused on a variety of industries, hazards, and work-related injury/illnesses, identifying/transferring solutions and evaluating the impact of agency interventions. SHARP is a scientific resource for employers, business, and labor associations, in addition to health, safety, and medical professionals. SHARP helps employers develop their own expertise to address workplace health and safety issues, and provides scientific and technical expertise in support of agency rulemaking.

Expected Results

The performance of the SHARP Program activity is measured by: Evaluating the number of educational presentations provided to employers and workers; Field visits conducted at workplaces; Presentations delivered at scientific meetings; Health or hazard publications produced; Peer-reviewed publications submitted to professional journals; Articles appearing in industry publications, trade magazines, etc.; Industry-wide surveys conducted.

Total \$ \$5,407,684

GFS \$ \$0

Other \$ \$5,407,684

FTEs 24.4

Agency Priority:

Statewide Result: Improve the quality and productivity of our workforce

Elevator Inspection

The Elevator Program protects the people of the state from damage to life or health, or from economic loss caused by unsafe conditions in elevators and other types of conveyances. The program inspects all new and altered elevators and conveyances, and is mandated to provide annual safety inspections on existing elevators and other conveyances, including grain elevators. The program issues licenses to elevator contractor and mechanics. This is a revenue generating General Fund program and a fee-for-service program.

Expected Results

The performance of the Elevator Program activity is measured by: Completion of more than 13,000 elevator safety inspections annually; Processing of inspection reports and ensuring that required corrections are made in a timely manner; Processing of an annual operating permit for owners of elevators and other conveyances; Tests and licenses for elevator contractors and mechanics; Issuance of penalties for non-compliance, and collection of penalties.

Total \$ \$3,809,282

GFS \$ \$3,414,417

Other \$ \$394,865

FTEs 24.8

Agency Priority:



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Apprenticeship

Apprenticeship provides a way to ensure that a qualified workforce exists for employers. The Apprenticeship Program serves as the administrative arm of the Washington State Apprenticeship and Training Council. The program manages, promotes, and ensures compliance regarding apprenticeship.

Total \$ \$3,678,764

GFS \$ \$0

Other \$ \$3,678,764

FTEs 14.8

Agency Priority:

Expected Results

The performance of the Apprenticeship activity is measured by: Participation of approximately 14,000 apprentices annually in 300 different apprenticeship programs; Approval of new programs, performance of compliance reviews, development of non-traditional programs and expansion of existing programs, coordination and promotion and expansion of existing programs, coordination and promotion of pre-apprenticeship opportunities, and collaboration with other workforce training entities to secure federal grant funding; Utilizing the apprenticeship model to address critical skilled labor shortages in health care, information technology and the building trades.

Statewide Result: Improve the quality and productivity of our workforce

Factory Assembled Structures

The Factory-Assembled Structures Program is divided into four service delivery areas to ensure the safety of those who use factory-assembled structures. The manufactured housing group performs in-plant inspections at manufacturing facilities. The group also inspects alterations to manufactured homes, and provides plan-review services for alterations. The factory-built housing and commercial structures group performs plan reviews and inspects manufacturing processes to ensure structures are in compliance with state building codes. Structures include personal residences, portable classrooms, hazardous-storage buildings, and offices. The department also works with and provides consultation to local jurisdictions regarding factory-built housing and commercial structures. The commercial coaches group performs plan reviews and in-plant inspections both in-state and out-of-state. The recreational vehicle and recreational park trailers group performs plan reviews for new recreational vehicles and park trailers sold in the state, and conducts quality-control inspections nationwide and in Canada for manufacturers who build products to sell in Washington. Inspections are also performed on in-state retail lots to ensure compliance with nationally recognized safety standards. This is a revenue generating General Fund program and a fee-for-service program.

Total \$ \$3,170,094

GFS \$ \$3,131,181

Other \$ \$38,913

FTEs 20.2

Agency Priority:

Expected Results

The performance of the Factory Assembled Structures Program activity is measured by: Successfully overseeing and enforcing public safety in factory assembled structures; Timely response to nearly 10,000 requests annually for inspections of alterations to factory assembled structures; Auditing of contractors to ensure they are purchasing alteration permits and receiving safety inspections; Reviewing 5,000 plans annually for consistency with a variety of federal, state, and local codes to ensure public safety.



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Pressure Vessel

The Boiler/Pressure Vessel Program ensures public and worker safety by overseeing the safe operation of more than 100,000 boilers and pressure vessels in the state. The program directly inspects 25,000 boiler/pressure vessels, and oversees and monitors insurance company inspectors who perform the remaining inspections. To further enhance public and worker safety, a new, formalized permitting process has been authorized that will keep the department better informed of new installations. This program has a dedicated account that is self-supporting and a fee-for-service program

Total \$ \$2,947,834

GFS \$ \$0

Other \$ \$2,947,834

FTEs 18.8

Agency Priority:

Expected Results

The performance of the Boiler/Pressure Vessel Program activity is measured by: Successful inspection and certification every year of all power boilers, and every two years of all heating boilers and pressure vessels. These inspections and certifications are done by state boiler inspectors and inspectors working for insurance companies. Successful and helpful consultative services to all boiler/pressure vessel owners, users and non-state inspectors. Identify and issue operating permits for nearly 5,000 pressure vessels each year. Issue citations for non-compliance and collect penalties.

Statewide Result: Improve the quality and productivity of our workforce

Plumbers Certification

The Plumber Certification Program establishes rules for the examination and certification of plumbers in the state to ensure public safety in regards to plumbing installations and repair. The program administers exams, reviews trainee hours, processes new certifications, and renews ongoing certifications. Inspectors also visit job sites to ensure compliance and respond to consumer complaints. This is a self-supporting dedicated account program and a fee-for-service program.

Total \$ \$1,503,523

GFS \$ \$0

Other \$ \$1,503,523

FTEs 8.4

Agency Priority:

Expected Results

The performance of the Plumbers Certification Program activity is measured by: Certifying and renewing 5,000 journeyman and residential plumbers; Auditing and monitoring hours for 2,000 plumbers and 2,000 plumber trainees and medical gas installers; and visiting approximately 15,000 construction sites annually, issuing infractions and collecting penalties.

Sub-Total for Agency 235 - Department of Labor and Industries

Totals **\$476,841,000**

GFS **\$11,869,000**

Other **\$464,972,000**

FTEs **2,602.0**